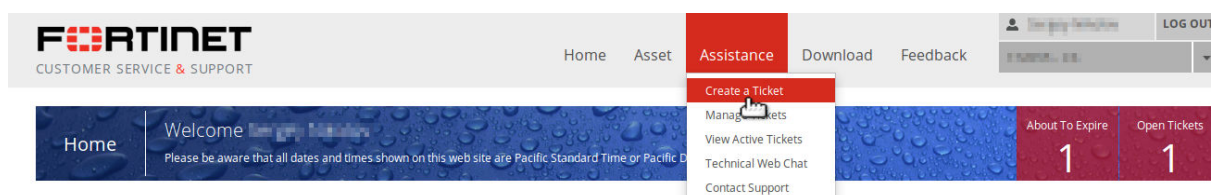


Fortiguard Service Request

This option to be used to report false detection, uncaught spam or virus, mis-rated URL, etc, user will be redirected to contact our FortiGuard Center for further help.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.
2. Go to Assistance and Select **“Create a Ticket”**

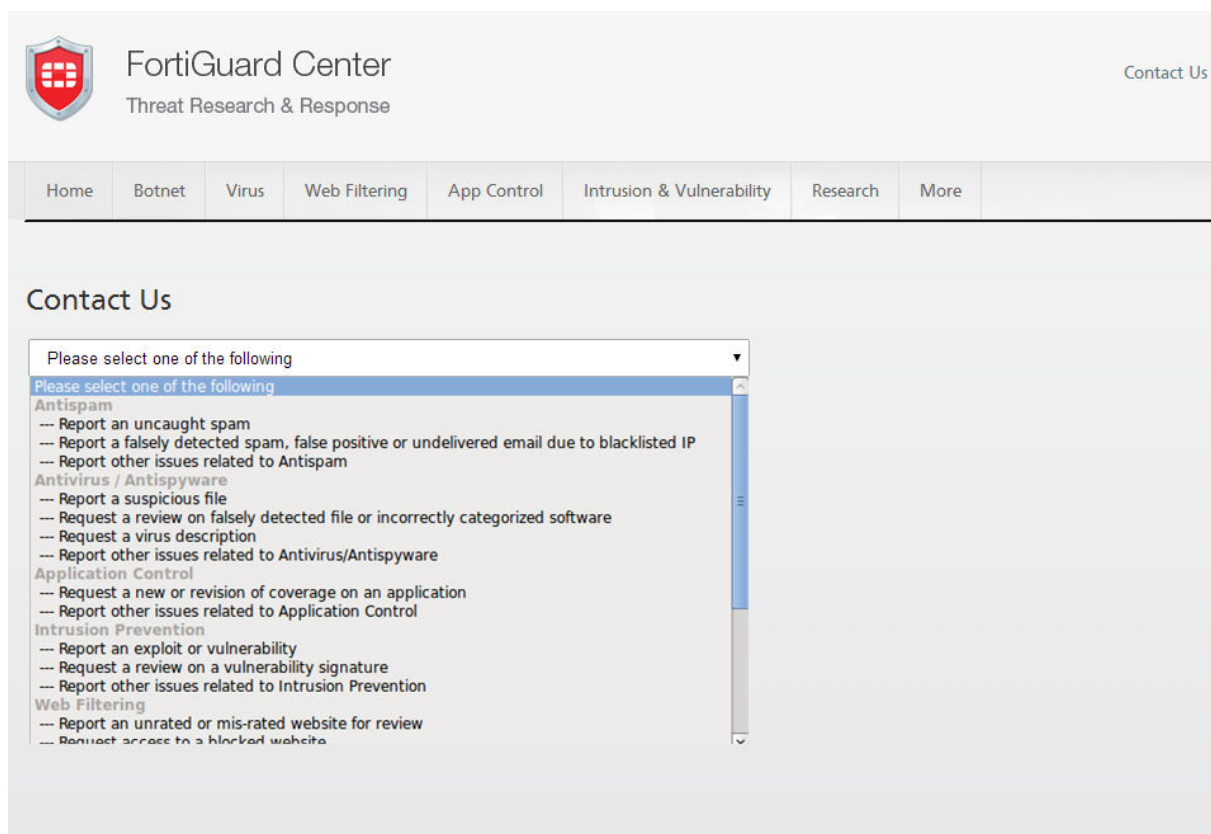


Specify Request Ticket Type

	Technical Support Ticket You can create Technical Support Ticket to log a Technical Support problem. Only products with active service contracts and within coverage could create this type ticket. User will need to input Product Serial Number
	Customer Service You can create Customer Service Ticket to ask questions related to contracts and account management.
	DOA Ticket You can create DOA Ticket to replace a defective new units. The unit could be either registered or un-registered product. The product Serial Number is required.
	RMA Ticket You can create RMA Ticket to replace units with a hardware failure. Only products with active RMA service contract could create this type ticket. User need to provide Product Serial Number.
	FortiGuard Service Ticket To report false detection, uncaught spam or virus, misrated URL, etc. When this option is selected, user will contact our FortiGuard Center for further help.

FortiGuard Service Request

3. User will be re-directed to <http://www.fortiguards.com/contactus.html> , select the issues you want to report and continue.



FortiGuard Center
Threat Research & Response

Contact Us

Home Botnet Virus Web Filtering App Control Intrusion & Vulnerability Research More

Contact Us

Please select one of the following

Please select one of the following

- Antispam
 - Report an uncaught spam
 - Report a falsely detected spam, false positive or undelivered email due to blacklisted IP
 - Report other issues related to Antispam
- Antivirus / Antispyware
 - Report a suspicious file
 - Request a review on falsely detected file or incorrectly categorized software
 - Request a virus description
 - Report other issues related to Antivirus/Antispyware
- Application Control
 - Request a new or revision of coverage on an application
 - Report other issues related to Application Control
- Intrusion Prevention
 - Report an exploit or vulnerability
 - Request a review on a vulnerability signature
 - Report other issues related to Intrusion Prevention
- Web Filtering
 - Report an unrated or mis-rated website for review
 - Request access to a blocked website